

## ABSTRACT

## Service Provision Support System

A communications service provision support system which supports  
5 multiple different types of services during a service sessions,

said system when in use comprising a session manager which performs  
functions generic to each of said multiple different types of services during service  
sessions;

wherein for each of said multiple types of services, said session manager  
10 is arranged during a service session to generate event messages indicating discrete  
changes in the session-related status of individual users of the system and to  
transmit said event messages to an event handler for processing.

Figure

15

009201" E2042960